

VIRGINIA Relay Service

February, 2004

Commendations

TTY February 3, 2004

The customer commended the CA for his/her efficiency.

Category: CA/OPR Related

TTY February 4, 2004

The customer commended the CA for his/her intonation.

Category: CA/OPR Related

TTY February 6, 2004

The customer commended the CA for his/her typing skills.

Category: CA/OPR Related

TTY February 11, 2004

The customer commended the CA for his/her efficiency.

Category: CA/OPR Related

TTY February 13, 2004

The customer commended the CA for his/her typing skills.

Category: CA/OPR Related

Voice February 17, 2004

The customer commended the CA for his/her typing skills.

Category: CA/OPR Related

Voice February 18, 2004

The customer commended the CA for being polite.

Category: CA/OPR Related

TTY February 18, 2004

The customer commended the CA for his/her efficiency.

Category: CA/OPR Related

Voice February 22, 2004

The customer commended the CA for his/her typing skills.

Category: CA/OPR Related

TTY February 26, 2004

The customer commended the CA for being helpful.

Category: CA/OPR Related

Complaints

Voice February 8, 2004

The customer complained that the CAs will not place her call using Verizon as her Carrier of Choice.

Category: Other (Misc)

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Apologized for the inconvenience, and set up a profile indicating Verizon as her Carrier of Choice.

Contact Closed: February 8, 2004

Inquiries/Comments

Voice February 4, 2004

The customer wanted to set up a Relay Choice Profile.

Category: Other

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Set up a Relay Choice Profile for the customer's preferred carrier of choice.

Contact Closed: February 4, 2004

TTY February 5, 2004

The customer wanted to set up a Relay Choice Profile.

Category: Other

Escalation: Received by the Relay Website and handled by the National Customer Care Center.

Resolution: Entered the profile, and advised the customer it had been done.

Contact Closed: February 6, 2004

Voice February 9, 2004

The caller requested a relay demonstration for her employees.

Category: Outreach/Marketing

Escalation: Received by the Relay Customer Service Line and handled by the Account Manager.

Resolution: Referred to Account Management. Pending.

Contact Closed:

Voice February 10, 2004

The customer wanted to set up a Relay Choice Profile.

Category: Other

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Entered the profile, and advised the customer it had been done.

Contact Closed: February 11, 2004

TTY February 10, 2004

The customer wanted to set up a Relay Choice Profile.

Category: Other

Escalation: Received by the Relay Website and handled by the National Customer Care Center.
Resolution: Entered the profile, and advised the customer it had been done.
Contact Closed: February 10, 2004

Voice February 12, 2004

The caller requested information regarding a relay call that a student received.

Category: General Information

Escalation: Received by the Virginia Relay Center and handled by the National Customer Care Center.

Resolution: Explained that relay calls are confidential.

Contact Closed: February 12, 2004

Voice February 12, 2004

The caller requested the phone numbers for AT&T's Accessible Needs Center.

Category: General Information

Escalation: Received by the Relay Website and handled by the National Customer Care Center.

Resolution: Provided the voice and TTY numbers to reach Accessible Needs.

Contact Closed: February 13, 2004

Voice February 14, 2004

The caller is receiving relay calls from someone he doesn't wish to have contact with.

Category: Other

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Contacted customer, and he stated that the situation has been taken care of.

Contact Closed: February 19, 2004

TTY February 16, 2004

The caller asked if AT&T has a VCO phone.

Category: TTY Distrib/Purchase

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Referred the caller to Lucent Technologies for information on AT&T's VCO phone.

Contact Closed: February 16, 2004

Voice February 17, 2004

The caller asked where or how to obtain a TDD/TTY.

Category: TTY Distrib/Purchase

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Explained relay and VCO. Provided the toll-free number for the Virginia Department for the Deaf and Hard of Hearing for information on TTYs.

Contact Closed: February 17, 2004

Voice February 17, 2004

The caller had received an obscene message on the school's answering machine and asked why the CA had voiced such information.

Category: General Information

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Explained that CAs must relay all messages verbatim.

Contact Closed: February 17, 2004

Voice February 18, 2004

The caller asked if AT&T Relay Service has a phone with a loud ringer.

Category: General Information

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Provided the toll-free numbers to the Virginia Department for the Deaf and Hard of Hearing and other product distributors.

Contact Closed: February 18, 2004

Voice February 20, 2004

The caller requested a toll restriction be placed on the line.

Category: Other

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Implemented the toll restriction requested.

Contact Closed: February 23, 2004

Voice February 20, 2004

The caller requested information on a specific AT&T telephone.

Category: General Information

Escalation: Received by the Relay Website and handled by the National Customer Care Center.

Resolution: Referred the caller to Lucent Technologies for assistance.

Contact Closed: February 23, 2004

Voice February 20, 2004

The caller does not want any relay calls placed to her number.

Category: Other

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Implemented the block as requested.

Contact Closed: February 23, 2004

Voice February 21, 2004

The customer wanted to set up a Relay Choice Profile.

Category: Other

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Entered the profile per customer's request.

Contact Closed: February 21, 2004

Voice February 23, 2004

The caller requested assistance with her long distance bill.

Category: Billing/Rate

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Referred the caller to Residential Billing for assistance.

Contact Closed: February 23, 2004

Voice February 25, 2004

The caller asked if his mother had been approved for free Directory Assistance calls.

Category: General Information

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Referred the caller to Accessible Needs for assistance.

Contact Closed: February 25, 2004

Voice February 26, 2004

The caller requested information on procedures for placing and receiving 2-line VCO calls.

Category: General Information

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Explained 2-line and reverse 2-line VCO calling.

Contact Closed: February 26, 2004

Voice February 27, 2004

The caller inquired about the possibility of tracing a relay call she received.

Category: General Information

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Explained that relay call information is confidential, and transcripts of the call are not retained.

Contact Closed: February 29, 2004

Voice February 27, 2004

The caller requested information on the relay service.

Category: Explain Relay

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Explained relay, and referred the caller to the Virginia Department for the Deaf and Hard of Hearing.

Contact Closed: March 1, 2004